

## Communications Industry

### Consumer Contacts that Require Enhanced Processing

#### Presented by Utility Company, Category and Subcategory

### November 2017

This report presents a subset of total consumer contacts reported in Table 1. This data represents consumer contacts that require enhanced processing for resolution of consumers' complaints. These cases are known as Informal Complaints (ICs) and are sent to the appropriate utility for investigation. The utility must respond to the CPUC and address the allegations of the complaint. The following table reports the ICs by utility company and the nature of the complaint by category and the more specific subcategory.

**Table 2 - Communications Industry Contacts:** The companies listed in the table are organized in alphabetical order. Companies' names in this list may not reflect the company name under which services are marketed to the consumer.

Utility Code	Utility Name	Category	Subcategory	Count
CER4451	Air Voice Wireless, LLC	Lifeline	LLB Address Error	1
		Lifeline	LLB Application Request	1
		Lifeline	LLB Approved for Discount	1
			<b>Total ICs</b>	<b>3</b>
CER4458	AmeriMex Communications Corp.	Lifeline	LLB Address Error	4
		Lifeline	LLB Federal Program/Equipment	3
			<b>Total ICs</b>	<b>7</b>
CLC1001, LEC1001	AT&T California	Billing	Bill Adjustment	5
		Billing	Bill Not Received	2
		Billing	Bundled Services	3
		Billing	High Bill	12
		Billing	Late Payment Charge - LPC	1
		Billing	Other Charges	5
		Lifeline	LLB Address Error	1
		Lifeline	LLB Application Request	7
		Lifeline	LLB Approved for Discount	1
		Lifeline	LLB Discount Switched to Other Carrier	6
		Policy and Practices	Abusive Marketing	4
		Policy and Practices	Safety	2
		Service	Call Quality	3
		Service	Delayed Orders/Missed Appointments	15
		Service	Disconnected In Error	2
	<b>Total ICs</b>	<b>81</b>		
CLC5002, CLC6346, IEC5002, IEC6346	AT&T Corp.	Billing	Slamming	1
			<b>Total ICs</b>	<b>1</b>
CEC3014, CEC3021	AT&T Mobility	Billing	Bill Adjustment	3
		Billing	Disputed Customer of Record	1
		Billing	Early Termination Fee - ETF	1
		Billing	High Bill	5
		Billing	Other Charges	7
		Billing	Payment Error	1
		Policy and Practices	Abusive Marketing	2
		Service	Dead Zones/Dropped Calls	1
		Service	Delayed Orders/Missed Appointments	1
		Service	Disconnection Non Payment	1
		Service	Outage	1
		Service	Refusal To Serve	1
			<b>Total ICs</b>	<b>25</b>

Utility Code	Utility Name	Category	Subcategory	Count
CLC7118, CRC7118	Birch Communications	Billing	Other Charges	1
			<b>Total ICs</b>	<b>1</b>
CLC6764, CLC7222	Blue Casa Telephone, LLC	Billing	Payment Error	1
		Lifeline	LLB Approved for Discount	1
			<b>Total ICs</b>	<b>2</b>
CLC6878, CLR6878, IEC6878	Charter	Lifeline	LLB Application Request	1
			<b>Total ICs</b>	<b>1</b>
CLC5698, IEC5698	Comcast Digital Phone	Service	Outage	1
			<b>Total ICs</b>	<b>1</b>
CER4328	Consumer Cellular, Inc.	Service	Delayed Orders/Missed Appointments	1
			<b>Total ICs</b>	<b>1</b>
CLC5684, IEC5684	Cox; Cox Communications; Cox Business	Billing	High Bill	1
		Billing	Other Charges	1
		Service	Call Quality	1
		Service	Outage	2
			<b>Total ICs</b>	<b>5</b>
CER4460	Cricket Wireless, LLC	Service	Outage	1
			<b>Total ICs</b>	<b>1</b>
CER4436	enTouch	Lifeline	LLB Discount Switched to Other Carrier	1
			<b>Total ICs</b>	<b>1</b>
CLC1002, LEC1002	Frontier California, Inc.	Billing	Bill Adjustment	2
		Billing	Bill Not Received	1
		Billing	Cramming	1
		Billing	Early Termination Fee - ETF	3
		Billing	High Bill	5
		Billing	Other Charges	6
		Billing	Payment Error	1
		Billing	Premise Visit Charges	1
		Lifeline	LLB Address Error	1
		Lifeline	LLB Application Request	2
		Lifeline	LLB Discount Switched to Other Carrier	2
		Service	Call Quality	3
		Service	Dead Zones/Dropped Calls	1
		Service	Delayed Orders/Missed Appointments	3
		Service	Number Portability - Wireless or Landline	1
		Service	Outage	43
			<b>Total ICs</b>	<b>76</b>
IER7257	Global Telco Group, Inc.	Billing	Prepaid Phone Cards	1
			<b>Total ICs</b>	<b>1</b>
CER4372	I-Wireless, LLC	Lifeline	LLB Discount Switched to Other Carrier	1
			<b>Total ICs</b>	<b>1</b>
CER4442	Life Wireless	Lifeline	LLB Address Error	1
			<b>Total ICs</b>	<b>1</b>
IEC5864	Locus Telecommunications, Inc.	Service	Number Portability - Wireless or Landline	1
			<b>Total ICs</b>	<b>1</b>
CLR6896	New Horizons Communications Corporation	Lifeline	LLB Approved for Discount	1
			<b>Total ICs</b>	<b>1</b>
CLC6927, CLR6927, IER6927	OneTouch Communications; Touch Base Communications	Billing	Slamming	1
			<b>Total ICs</b>	<b>1</b>

Utility Code	Utility Name	Category	Subcategory	Count
CER4487, CLC5502, CLR5502, IEC5502	Preferred Long Distance, Inc.	Policy and Practices	Abusive Marketing	1
		<b>Total ICs</b>		
CLC7002, CLR7002	Sonic Telecom, LLC	Service	Call Quality	1
		<b>Total ICs</b>		
CEC3062, CER4332, CLC5112, CLC5122, IEC5112, PCC3062, PCC3064, PCC3066	Sprint; Sprint PCS	Billing	Bill Adjustment	2
		Billing	Cramming	1
		Billing	High Bill	2
		Billing	Other Charges	2
		Billing	Payment Error	1
		Policy and Practices	Abusive Marketing	4
		Service	Delayed Orders/Missed Appointments	1
		Service	Disconnected In Error	1
		Service	Outage	1
		<b>Total ICs</b>		
CER4380	Surelink Mobile; TruConnect	Lifeline	LLB Discount Switched to Other Carrier	2
		<b>Total ICs</b>		
CER4411	Tag Mobile, LLC	Lifeline	LLB Approved for Discount	1
		Lifeline	LLB Federal Program/Equipment	2
		Service	Outage	1
		<b>Total ICs</b>		
CER4410,	TC Telephone, LLC; Horizon Cellular	Lifeline	LLB Discount Switched to Other Carrier	2
		Policy and Practices	Abusive Marketing	1
		<b>Total ICs</b>		
CER4398, CLC5248, CLC5721, CLC5859, CLR5721, IEC5248, IEC5721, IEC5859	Telepacific Communications	Billing	Early Termination Fee - ETF	1
		<b>Total ICs</b>		
CLC6874, CLR6874, DVS1158, IEC6874, IER6874	Time Warner Cable	Billing	High Bill	2
		Billing	Late Payment Charge - LPC	1
		Lifeline	LLB Address Error	1
		Policy and Practices	Abusive Marketing	1
		Service	Disconnected In Error	1
		Service	Refusal To Serve	1
		<b>Total ICs</b>		
CEC3056	T-Mobile (Brightspot; Go-Smart Mobile; Univision Mobile; Walmart Family Mobile)	Billing	Bill Adjustment	1
		Billing	Disputed Customer of Record	1
		Billing	Other Charges	3
		<b>Total ICs</b>		
CER4231	TracFone Wireless (Net10; Page Plus Wireless; SafeLink, Simple Mobile; Straight Talk Wireless; TelCel America; Total Wireless)	Billing	Other Charges	3
		Lifeline	LLB Address Error	1
		Lifeline	LLB Application Request	1
		Lifeline	LLB Approved for Discount	5
		Lifeline	LLB Discount Switched to Other Carrier	1
		Lifeline	LLB Federal Program/Equipment	5
<b>Total ICs</b>			<b>16</b>	

Utility Code	Utility Name	Category	Subcategory	Count
CEC3002, CEC3029, CEC3038	Verizon Wireless	Billing	Deposits	2
		Billing	High Bill	1
		Billing	Other Charges	3
		Policy and Practices	Abusive Marketing	1
		Service	Refusal To Serve	1
			<b>Total ICs</b>	<b>8</b>
CER4327	Virgin Mobile; Assurance	Lifeline	LLB Address Error	2
		Lifeline	LLB Approved for Discount	2
		Lifeline	LLB Federal Program/Equipment	2
		Service	Outage	1
			<b>Total ICs</b>	<b>7</b>
CLC5553, IEC5553	XO Communications Services	Policy and Practices	Abusive Marketing	1
			<b>Total ICs</b>	<b>1</b>
<b>Total ICs Sent <sup>1</sup></b>				<b>283</b>

<sup>1</sup> Due to the carryover of cases received in previous months, there are slight differences between the total number of ICs sent to the utilities and the number of written contacts received in a month.